



Serve DC (RS)

MISSION

The Mission of Serve DC, the District of Columbia’s Commission on National and Community Service and the Mayor’s Office on Volunteerism, is to strengthen and promote the District of Columbia’s spirit of service through partnerships, national service, and volunteerism.

SUMMARY OF SERVICES

National Service: Administers *AmeriCorps* and *Learn and Serve America School-Based and Higher Education* programs in the District of Columbia and facilitates collaboration among all national service programs including *Senior Corps*, *AmeriCorps National* and *AmeriCorps VISTA*.

Partnerships: Develops partnerships among civic groups, government agencies, educational institutions, non-profit organizations, corporations, small businesses, and the faith-based community to build the capacity of episodic volunteering programs, and to increase funding focused on such endeavors.

Volunteerism: Encourages District residents of various demographics to address community needs through volunteerism. This includes leading the DC Citizen Corps initiative, which provides citizens the opportunity to volunteer to make their communities safer, stronger, and better equipped to address threats of terrorism, crime, and disasters.

ACCOMPLISHMENTS

- ✓ Serve DC surpassed our goal of 61,000 volunteers engaged in service with 74,283 engaged in service.
- ✓ We also surpassed our goal of 25 grant applications received with 53 received.
- ✓ We had 492 individuals trained in National Service programs – our goal was 300.

OVERVIEW OF AGENCY PERFORMANCE



Performance Initiatives – Assessment Detail

Performance Assessment Key:



Fully achieved



Partially achieved



Not achieved



Data not reported

OBJECTIVE 1: EXPAND THE NUMBER OF VOLUNTEERS AND SERVICE OPPORTUNITIES THAT MEET CRITICAL NEEDS IN DC COMMUNITIES.

- **INITIATIVE 1.1: Utilize an online volunteer management system.**
A database was identified and put into procurement. However, due to transition in agency roles, this item had to be removed and resubmitted in procurement. Therefore, it has not yet been achieved.

OBJECTIVE 2: PROVIDE EMERGENCY PREPAREDNESS TRAINING TO DC RESIDENTS AND RAISE AWARENESS OF OPPORTUNITIES THAT EQUIP RESIDENTS WITH THE SKILLS TO ASSIST THEIR FAMILY, NEIGHBORHOOD, CO-WORKERS, AND FIRST RESPONDER COMMUNITY IN THE EVENT OF AN EMERGENCY OR DISASTER.

- **INITIATIVE 2.1: Regional emergency preparedness conference.**
Serve DC held a faith-based conference in Emergency Preparedness in late fall 2009. It took place in the District, and there were approximately 150 attendees.
- **INITIATIVE 2.2: Evacuation preparedness campaign**
The promotional campaign on the availability of free classes to prepare residents ran on Metro buses, rail systems, and Metro newspapers.

OBJECTIVE 3: SUSTAIN AND EXPAND GRANT PORTFOLIO TO ADDRESS THE NEEDS OF DC COMMUNITIES.

- **INITIATIVE 3.1: Learn and Serve Higher Education program.**
Serve DC was awarded the Learn and Serve Higher Education grant in the fall of 2009 by the Corporation for National and Community Service. The agency's subgrantees for this grant are Georgetown, GWU, and UDC.
- **INITIATIVE 3.2: Regional Catastrophe Preparedness Grant Program**
Serve DC was awarded this grant in October 2009, and the agency has managed it for Pennsylvania, Delaware, Virginia, Maryland, West Virginia, and the District.

OBJECTIVE 4: Expand partnership development and general outreach opportunities.

No data



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Number of volunteers engaged in service	63155	61000	74283	121.78%	SEASONS OF SERVICE
●	1.2 AmeriCorps member retention by 10% per fiscal year	22.46	50	60.37%	120.74%	NATIONAL SERVICE
●	1.3 Individuals trained through National Service Programs	0	300	492	164%	NATIONAL SERVICE
●	2.1 Cumulative number of individuals trained in Community Emergency Response Team	3838	4865	8703	178.89%	
●	2.2 Cumulative number of individuals trained in all Citizen Corps initiatives	5655	5500	6315	114.82%	CITIZEN CORPS PROGRAM
●	3.1 Number of grant applications received during grant competitions across all programs	62	25	53	212%	NATIONAL SERVICE
●	3.2 Number of university students enrolled in service-learning courses	0	400	385	96.25%	LEARN AND SERVE